

Based on Form PTO-1449  
(3/90)

ATTY. DOCKET NO.  
84,355-003

SERIAL NO.  
10/047,866

LIST OF REFERENCES CITED BY APPLICANT  
(Use several sheets if necessary)

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~~215~~ 2175

Sheet 1 of 1

U. S. PATENT DOCUMENT

Technology Center 2100

| EXAMINER   |    | DOCUMENT NUMBER | DATE     | NAME            | CLASS              | SUBCLASS           | FILING DATE IF |
|------------|----|-----------------|----------|-----------------|--------------------|--------------------|----------------|
| <i>bml</i> | AA | 5,630,125       | 05/13/97 | Zellweger       | <del>707</del> 709 | <del>814</del> 103 |                |
| <i>bml</i> | AB | 5,905,988       | 05/18/99 | Schwartz        | 707                | 104                |                |
| <i>bml</i> | AC | 5,958,012       | 09/28/99 | Battat et al.   | 709                | 224                |                |
| <i>bml</i> | AD | 5,961,594       | 10/05/99 | Bouvier et al.  | 709                | 223                |                |
| <i>bml</i> | AE | 5,996,012       | 11/30/99 | Jarriel         | 709                | 226                |                |
| <i>bml</i> | AF | 6,061,675       | 05/09/00 | Wical           | 706                | 45                 |                |
| <i>bml</i> | AG | 6,154,213       | 11/28/00 | Rennison et al. | 345                | <del>706</del> 854 |                |
| <i>bml</i> | AH | 6,175,832       | 01/16/01 | Luzzi et al.    | 707                | 10                 |                |
| <i>bml</i> | AI | 6,263,433       | 07/17/01 | Robinson et al. | 713                | 100                |                |
| <i>bml</i> | AJ | 6,282,712       | 08/28/01 | Davis et al.    | 717                | <del>71</del> 170  |                |
|            | AK |                 |          |                 |                    |                    |                |

FOREIGN PATENT DOCUMENTS

|  |    | DOCUMENT NUMBER | DATE | COUNTRY | CLASS | SUBCLASS | TRANSLATION |
|--|----|-----------------|------|---------|-------|----------|-------------|
|  | AL |                 |      |         |       |          |             |
|  | AM |                 |      |         |       |          |             |
|  | AN |                 |      |         |       |          |             |
|  | AO |                 |      |         |       |          |             |
|  | AP |                 |      |         |       |          |             |

OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)

|  |    |  |
|--|----|--|
|  | AR | Support Aide Brochure, Lakeside Software, Inc. 2000  |
|  | AS | Microsoft Systems Management Server 2.0 Data Sheet, Microsoft Corporation, September 10, 1999. |
|  | AT | Introduction to Windows 2000 Management Services, Microsoft Corporation, 2000                  |

EXAMINER

*Belie M. Olin*

DATE CONSIDERED

*4/28/04*

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.